



JOB OPPORTUNITY

CALIFORNIA STATE DEPARTMENT OF INSURANCE

INFORMATION SYSTEMS TECHNICIAN (PERMANENT INTERMITTENT)

\$14.60 - \$22.65 HOURLY

**STATEWIDE NETWORK SUPPORT BUREAU- CUSTOMER SUPPORT
SACRAMENTO**

RESPONSIBILITIES:

Under the close supervision of the Data Processing Manager II, Sacramento Server Administration and Help Desk, the incumbent serves as an entry level computer support technician and performs the less complex technological duties supporting information technology systems. The incumbent will be responsible for basic hardware, software, desktop, laptop, mobile, printer and telephony installations and upgrades. The incumbent participates in resolving personal computer related software and hardware problems and is required to research, document and present solutions to personal computer related issues. The incumbent will also be responsible for Tier 1 support for the department's statewide help desk. The work is performed in Sacramento and involves sitting, standing, bending and walking. The incumbent will be required to move and install equipment that weighs up to 40 pounds.

DESIRABLE QUALIFICATIONS:

- Technical knowledge of corporate, networking, and other hardware, including personal computers, laptops, smart phones, tablets, printers and scanners
- Comprehensive hands-on hardware troubleshooting experience.
- Working technical knowledge of current network protocols, operating systems, software, and standards, including Windows 7, Office 2003/Office 2010
- Ability to operate tools, components, and peripheral accessories.
- Able to read and understand technical manuals, procedural documentation, and OEM guides.
- Ability to conduct research into hardware products and issues as required.
- Effective interpersonal skills and relationship-building skills.
- Strong oral communication skills.
- Ability to present ideas in user-friendly language.
- Ability to understand of the organization's goals and objectives.
- Self-motivated and directed.
- Keen attention to detail.
- Analytical and problem-solving abilities.
- Able to prioritize and execute tasks in a high-pressure environment.
- Experience working in a team-oriented, collaborative environment.
- Strong customer-service orientation.

05/12/15 RJ

DO NOT SUBMIT APPLICATIONS TO CalHR

**AN EMPLOYER OFFERING EQUAL EMPLOYMENT OPPORTUNITY TO ALL REGARDLESS OF
RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY,
RELIGIOUS OR POLITICAL AFFILIATION, AGE OR SEXUAL ORIENTATION.**



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WHO MAY APPLY:

Applications will be accepted from current State employees at the Information Systems Technician level, those within transfer range, or individuals who have list eligibility. All applications will be reviewed; however, only the most qualified candidates will be interviewed. ***All applicants must clearly indicate the basis of their eligibility (i.e. SROA, surplus, reemployment, reinstatement, transfer, or list eligibility) on the State application. Applicants that have already submitted an application for this position do not need to resubmit their application.***

All applicants, regardless of the type of eligibility, must provide proof of meeting the minimum qualifications of the classification. To view the minimum qualifications, please visit [CalHR Job Descriptions](#) and type in either the class code or title of the classification for which you are applying.

Failure to provide proof of meeting the minimum qualifications of the classification through experience and/or education (if required) will eliminate you from being considered for the position.

APPLICATION PROCEDURE:

Please mail a completed standard [State Application STD 678](#) and proof of meeting the minimum qualifications of the classification to Reginald Justo, Department of Insurance, Human Resources Management Division, 300 Capitol Mall, 13th Floor, Sacramento, CA 95814. **Failure to provide proof of meeting the minimum qualifications of the classification through experience and/or education (if required) will eliminate you from being considered for the position.**

DO NOT EMAIL APPLICATION. Emailed applications will not be accepted. **PLEASE INDICATE "Information Systems Technician (PI), PSN # 413-104-1360-XXX" ON THE STATE APPLICATION.** Applications must be postmarked by the final filing date to be considered. For additional information, please call Reginald Justo at (916) 492-3351.

FINAL FILING DATE: Monday, May 18, 2015 - Close of Business (5:00 p.m.)

NOTE: Possession of minimum qualifications will be verified prior to interview and/or appointment. If it is determined an applicant does not meet the minimum qualifications, the application will be forwarded to CalHR for review and the applicant's name may be removed from the eligibility list.

If you are applying for more than one recruitment, a separate State Application (STD. 678) is required for each recruitment for which you would like to be considered.

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